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 **HR GENERALIST / HR & ADMIN/EMPLOYEE RELATIONS**

\****5 years experienced HR professional in industries like Retail, BPO & Recruitment consultancy (Oil & Gas).***

🗁**HR Skills**

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| --- | --- | --- |
| * **Employee Relations**
* **Recruitment**
* **Administration**
 | * **HR Policies & Procedures**
* **Benefits & compensation**
* **Employee Engagement**
 | * **Training & Development**
* **Performance Management**
* **Records management**
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🗀**Professional Experience**

**Masader (**[**Al Bawardi Group)**](https://www.linkedin.com/vsearch/p?company=Al+Bawardi+Enterprises+%28Masader%29&trk=prof-exp-company-name) **- Abu Dhabi, U.A.E**

*A Corporate Recruitment Firm*

**[Business Development & HR Operation](https://www.linkedin.com/vsearch/p?title=Business+Development+%26+HR+Operation&trk=prof-exp-title" \o "Find others with this title) Executive:- 07.Dec.2014 onwards…**

**HR Responsibilities:**

* Expertise in O&G,Telecom industries end to end recruitment
* Understanding the clients hiring needs, analyzing job requirement, sourcing, screening, coordinating interviews, offers, joining formalities, induction, welfare, separation etc.
* Ensure valid UAE work permits (Labor & Emirates ID Cards, CNIA) have been processed for outsourced employees during the duration of the employment.
* Communicate with admin to schedule med.appointments to employees for visa processing.
* Coordinate with the PR dept. for all new visa related requirements.
* Administer the implementation of salary admin/review, allowances and deductions.
* Liaise with admin dept. in maintaining all data records and database for all employees.
* Keeping the track of employees’ attendance.
* Experience in formulating & Implementation of policies and procedures.

**Business Development Responsibilities:**

* Carrying out the Contractor’s Registration and Pre-Qualification process with clients in oil & gas industries.
* Focusing on Contractor’s Pre-Qualification process to get our work group approved and listed in Oil & Gas /Power and Energy sector companies.
* Consult with management and other leaderships to identify new business for the company.
* Maintain and develop good relationship with customers through personal contact or meeting via telephone.
* Cold calling to arrange meetings with potential clients to prospect new business.
* Responding to incoming emails, phone enquiries and send quotations.
* Maintaining quality service by establishing and enforcing organization standards.
* Involved with the marketing department to support handling queries, placing quotations, follow-ups etc.

🗀**Professional Experience** *(continued)*

**Doc & Mark —Kerala, India**

*Retail industry for Foot wears, Wallets & Belts etc...*

**Senior Executive-HR & Admin 01.Dec.2013 - 31.Aug.2014**

Handled entire gamut of HR & Admin related functions. Worked with senior management to create HR policies and procedures; create group benefits databases and develop orientation, training and incentive programs; administer HR budget and handle Employee related issues.

***Key Responsibilities:***

* Played a key role in ensuring the successful Handling HR & Administrative duties of Regional office as well as Head office & all SBU’s.
* Maintaining employee personal file & maintaining staff service record.
* Attendance policy, Tracking and maintaining attendance of all employees.
* Preparation and updating of staffing list for every month (HR MIS report).
* All statutory compliance like PF, ESI, and WWF etc also brought workers’ compensation program into full compliance.
* Induction of new employees & coordination of training programs.
* Interviewed candidates to construct an accurate picture of the duties and skills required for each position by doing Initial Screening, conducting preliminary interviews.
* Preparation and maintenance of Offer letter, Appointment letters, Confirmation letters etc.
* Preparation of salary structure, overtime allowance, festival allowance etc.
* Issue of Circular as per requirement.
* Preparation and updating of HR Policies as per the requirement.
* Preparation and Distribution of salary slips to employees
* Coordination with placement consultants.
* Stationary maintenance.
* Inventory corrections.
* Determine manpower requirements from department heads.
* To resolve employee grievances.

🗀**Professional Experience** *(continued)*

**HGS Ltd —TamilNadu, INDIA.**

*A Leading BPO company for domestic & international process.*

**Employee Relations executive-HR 18.May.2011 – 31.Nov. 2013**

Promoted to fulfill a broad range of HR functions, including employee relations, employee engagement, recruiting employees, overseeing disciplinary action and managing HR records, resolved conflicts between employees and management, coordinated health fairs to promote employee wellness and performed exit interviews.

***Key Responsibilities:***

 ***A. Employee relations:-***

* Handling, coordinating and preparing monthly induction calendar for new employees.
* Scheduling for induction and organizing activities for the induction.

**Grievance Handling:**

* Handling of the employees issues regarding salary and solving them with the least turnaround time.
* Coordinating between the employees and the management for the settlement of the issue and solving the same by making the correct judgment.

**Reward & Recognition Program:**

* Taking care of entire rewards and recognition program.
* Collating the stake ranking of the employees and conducting the monthly R&R program.

**Employee Engagement:**

* Organizing and initiating events during the festive holidays and controlling shrinkage.
* Organizing cultural programs for the employees and ensuring maximum participation.
* Organizing welfare activities like blood donation camps and eye camps.

**Performance Management:**

* Objective Setting and Review process.
* It includes communicating the process, driving the review cycles and ensuring timely completion.

**Employee retention:**

* Issuing of the early warning system and making of the RAG report
* Close monitoring of the tenured employees, interacting with them and finding their issues.
* Maintaining good rapport with the employees thereby reducing the cases of absconds.

**Attrition analysis:**

* Analyzing the causes for attrition.
* Reporting to the management regarding the causes of attrition.

***B.Compensation and Benefits:-***

* Handling ESIC, PF, Group Med claim Card, Pan Card and Employee ID Cards.
* Sending first level Payroll inputs to the C&B team.
* Ensure that the copies of Appraisal letters are submitted to the payroll team on time.
* Maintaining employee’s personnel files.
* Coordinating with consultant regarding ESIC, Labor office and Statutory related documents.
* Helping employees to get ESIC & PF Benefits.
* Closely work with corporate C&B team and successfully completed internal & External Audits.

***C.Recruitment:***

* Handling end to end recruitment for BPO/ITES agent level requirements.
* Responsible for sourcing candidates from various mediums like manpower consultancies, training institutes, job portals, and internal database, bulk SMS/mails and employee referrals.
* Getting reference from the candidates and ensuring maximum resource utilization
* Organize campus drives and outstation recruitment to meet the recruitment numbers within specified lead-time.
* Screen the candidates through telephonic interviews, written tests and direct interview
* Manage database to document the process of hiring & placement

🗀**Professional Experience** *(continued)*

**Lupin Ltd. —Kerala, INDIA.**

*A Leading Pharmaceutical company.*

**Marketing Executive – 01.Oct.2010 - 08.May.2011**

 ***Key Responsibilities:-***

* Daily meeting the clients
* Detailing our products
* Responsible for achieving Secondary and Primary Sales Targets
* Route and Beats Planning for effective coverage.
* Sales Planning & analysis.
* Ensuring availability of products in distributors.
* Identifying new potential business areas of business and to bring out marketing plans.
* Market analysis & research

***Sales initiatives:-***

* Performed as a link between pharmaceutical company and doctors, pharmacists & hospital teams-Was constantly present at medical presentations to ensure thorough knowledge/awareness regarding latest/new medical products on the healthcare market.
* Specialized in hands-on knowledge/ experience in scores of medicine/medical devices and addressed medical professionals’ questions convincingly.
* Worked independently and as a team to generate professional meetings with health-care professionals in order to sell medicinal products.
* Set up conferences and seminars for doctors, medical staff and professionals.
* Promoted and presented company’s pharmaceutical/medical-device products at hospitals, clinics & pharmacies.

🗐**Education & Certifications**

**tamil nadu, anna University — INDIA**

 **\* MBA- HR & MARKETING (2008-2010)**

**Kerala, calicut University — INDIA**

 **\* B.A in English & History (2005-2008)**

 *Activities:* Worked concurrently during college as a courier boy for DHL.

✌**ACHIEVEMENTS AND EXTRA CURRICULAR ACTIVITIES**

* Member of AICUF (All India Catholic University Federation of India) in ST. Thomas College since 2005 which is in fact, given me a higher level of confidence and leadership quality.
* Participated in Star Wars (dance competition), KAIRALI T V IN 2008.
* Awarded Man of the Match for All- rounder in Cricket tournament, which is conducted at Saurashtra College of management, Madurai in 2010.

🕮**PERSONAL DETAILS**

* Father’s Name : - Ittiachan.T.K.
* D.O.B :- 22/April/1987
* Nationality :- Indian
* Marital Status :- Unmarried
* Languages known : - English, Malayalam, Tamil, Hindi.
* Visa Status :- Employment Visa( till 2016)

🖳**Of Note**

**Professional Development:**

* Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers’ compensation and workplace safety/security.

**Computer Skills:**

* MS Office (Word, Excel, PowerPoint, Access, Outlook)
* Open Office Tools.



**Gulfjobseeker.com CV No:** **1475670**